



ATTORNEY GENERAL  
**LESLIE RUTLEDGE**

ARKANSASAG.GOV

## **COVID-19 Activity Report**

March 11 – May 13, 2020

**Total Number of Calls – 19,687**

**Total Number of COVID-19 Complaints – 1,780**

### **Price Gouging – 1,778**

- Types of products reported – toilet paper, food/water, hand sanitizer, disinfectants/cleaners, gas/fuel, PPE (masks), ammunition, & travel services

### **False Health Claims - 2**

#### **Entities Involved**

- Major Retailers – 992
- Small Businesses – 504
- Individuals – 171
- Online Sellers – 320

### **Attorney General Investigations**

**Investigations Opened – 107**

**Investigations Closed – 81**

**Complaints Opened – 1225**

**Complaints Closed – 1140**

#### **Enforcement Actions**

- Civil Investigative Demand (CID) letters issued – 42
- Warnings Letters Issued – 49
- Warnings to Online Sellers – 74
- Referrals to other state AGs - 6

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## Federal/State Cooperation

- AG is participating in White House Briefings
- Working with the National Association of Attorneys General on price gouging, false health claims, scams, and civil enforcement of consumer protection laws
- AG allocated \$3 million to the AR Economic Development's (AEDC) Quick Action Loan Program for small businesses
- AG allocated \$1 million to UAMS to purchase PPE
- Working with UAMS and health care associations to investigate price gouging on medical supplies and equipment
- Legislators & agencies briefed on AR price gouging laws and supply chain issues

## Private Entity Cooperation

### Utilities (regulated by AR Public Service Commission)

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*Utilities that have self-imposed a moratoria on disconnections for non-payment:*

- Entergy Arkansas
- Southwestern Electric Power Company
- Oklahoma Gas & Electric Company
- Empire District Electric Company
- Arkansas Oklahoma Gas
- Black Hills Energy
- CenterPoint Energy Arkansas
- Pine Bluff Water
- White Hall Water/Sewer
- Woodson/Hensley Water

### Online Retailers

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- AG's Office has been in communication with major online sales platforms since 3/6 and have reviewed their price gouging policies/procedures
- Proactively monitoring online other online retailers for potential price gouging
- In the process of contacting other smaller online retail platforms